



SENIOR COMMUNICATIONS ANALYST

Characteristics of Work

Incumbents in communications services are responsible for designing implementing and maintaining new voice communications systems and upgrading and/or maintaining existing systems. These positions typically specialize in telephony services providing consulting assistance in the analysis and design of communications systems for the Agencies. Communications Analysts have key responsibility for user contact and act as a liaison between the Agency end users and technical staff to ensure that user requirements are met in the most effective way.

Senior Communications Analyst is the specialist level where incumbents consult with agencies and advise on the appropriate voice and data applications to service their needs. Incumbents in this role are well versed in the technical aspects of communications networks which enables them to perform strategic technology assessment and evaluation and integrate this technology in the State's voice and data systems. The incumbent develops and maintains long-term relationships with vendors to monitor technology advances and perform product evaluations. Incumbents in this role may also be responsible for end-user training and quality assurance initiatives regarding voice and data systems and/or cost/benefit analysis of current cost recovery and billing procedures. They may also have responsibility for ensuring service orders are completed in a timely and effective manner.

Examples of Work

Examples of work performed in this classification include, but are not limited to, the following:

Evaluates user needs and requests and conducts feasibility studies examining requirements, programming costs, and information flow.

Defines requirements for performance and service levels and monitors reports and/or service level agreements with outside vendors.

Interfaces with vendors to monitor technology advances and perform product evaluations.

Conducts end-user training and quality assurance initiatives for voice and data systems.

Ensures service orders are completed in a timely and effective manner.

Provides technical and administrative leadership to less experienced communications technicians and analysts.

Analyzes current cost-recovery and billing procedures for all communications services within the State.

Performs related or similar duties as required or assigned.

Essential Functions

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Consults with clients and advises on the appropriate voice and data applications to service their needs.
2. Performs strategic technology assessment and evaluation and integrates this technology in the State's voice and data systems.
3. Develops and maintains long-term relationships with vendors.
4. Provides technical and administrative leadership and guidance to less experienced communications technicians and analysts.

Minimum Qualifications

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Far Acuity: Clarity of vision at 20 feet or more.

Depth Perception: Three-dimensional vision. Ability to judge distance and space relationships so as to see objects where and as they actually are.

Accommodation: Ability to adjust focus.

Speaking/Hearing: Ability to give and receive information through speaking and listening skills.

Motor Coordination:

While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

Experience/Educational Requirements:

Education:

A Bachelor's Degree from an accredited four-year college or university in communications or a related field;

AND

Experience:

Two (2) years of directly related experience.

OR

Education:

An Associate's Degree from an accredited two-year college in communications or a related field;

AND

Experience:

Four (4) years of directly related experience.

OR

Education:

Graduation from a standard four-year high school or equivalent (GED);

AND

Experience:

Six (6) years of directly related experience.

Substitution Statement

Related education and directly related experience may be substituted on an equal basis.

Interview Requirements:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.